Information Technology Investment Board

DRAFT CIO Objectives
February 1, 2008, to January 31, 2009

Objective A: Enhance Commonwealth Information Security (Weight: 35%)

1. Compile and present the Commonwealth Information Security Annual Report by December 2008 in accordance with 2.2-2009.C. **(Chief Information Security and Internal Audit Officer (CISIAO) Peggy Ward)**

2. Deploy a Commonwealth Information Security Resource Center for Virginia citizens at the Commonwealth Security Web site (VITA) by July 2008 that will give the Commonwealth and its citizens insight into the daily information security threats collected by global and local monitoring of Internet traffic. This solution is a non-interactive information center to provide real-time alerts, news, tips and guides for citizens, businesses, educational institutions, localities and agencies of the Commonwealth. **(CISIAO Peggy Ward)**

3. Issue the IT Asset Management Guideline and Facilities Security Guidelines by January 2009. **(CISIAO Peggy Ward)**

4. Revise the Information Technology Security Standard to include updates by July 2007. **(CISIAO Peggy Ward)**

Objective B: Enhance Customer Service, Customer Relationship Management and IT Project Management Programs (Weight: 35%)

1. Promote employee development and job satisfaction through employee surveys, communications, training, recognition programs and process automation as identified in Human Resources' workforce plans by December 2008. **(Finance & Administration (F & A) Director Jim Roberts)**

2. Partner with customers for mutual success with a goal of increasing customer satisfaction. This will be measured through a variety of customer satisfaction instruments, including a comprehensive customer satisfaction survey to be rolled out in April 2008. **(Customer Account Management (CAM) Director Debbie Secor)**

3. Partner with VITA's customer councils to continue to identify key areas for improvement, implement changes and measure success through customer council questionnaires every six months. All customer councils should achieve an average satisfaction rating of 3 out of 5 by July 2008 and 4 out of 5 by January 2009. **(CAM Director Debbie Secor)**

4. Improve VITA and Northrop Grumman's understanding of customers' business through strategic planning sessions with customers. Customer Account Managers and the Project Management Division to partner and conduct these sessions at least once per month with large customers and at least quarterly with other customers. **(CAM Director Debbie Secor)**

5. Maintain outstanding project management oversight and consultation in support of the successful completion of agency major IT projects. For FY 2008, 95% of major IT projects completed will be on time and on budget against their managed project baseline. **(Information Technology Investment and Enterprise Solutions (ITIES) Director Jerry Simonoff)**

6. Complete the Commonwealth IT Investment Management (ITIM) governance framework by publishing a Commonwealth ITIM Standard. **(ITIES Director Jerry Simonoff)**

7. Provide a center of excellence to assist agencies in maintaining current, CIO-approved, major IT project portfolios. Project portfolios must clearly support agency and Commonwealth strategic goals and objectives as defined by agency strategic plans, the Council on Virginia's Future and the Commonwealth Strategic Plan for Information Technology for 2007-2011. **(ITIES Director Jerry Simonoff)**

Objective C: Lead the VITA Partnership Transformation (Weight: 30%)

1. Increase VITA direct spending with small businesses, small women-owned businesses, and small minority-owned businesses (SWAM) to $50 million for fiscal year 2008, up from $30 million spent in fiscal year 2007. **(F&A Director Jim Roberts)**

2. Manage partnership financials as defined over time by the comprehensive agreement. **(Service Management Organization (SMO) Director Fred Duball)**

3. Develop a partnership service outreach plan, for ITIB approval, directed toward lowering overall services costs by expanding service offerings beyond Executive Branch Agencies by end of 3rd quarter 2008. **(ITIES Director Jerry Simonoff)**

4. Achieve partnership milestones for implementation of primary and backup security operation centers and for planning and implementing the security audits on a risk-based frequency. **(SMO Director Fred Duball)**

5. Transform the end user, data center and network service areas by achieving partnership milestones within desktop, asset management, messaging, helpdesk, server, mainframe, voice and data network, and related infrastructure technology. **(SMO Director Fred Duball)**

6. Actively promote partnerships, including the expansion of broadband services, across the Commonwealth with counties, cities, towns, schools, education and other out-of-scope government entities by January 2009. **(Chief Information Officer Lem Stewart)**

7. Develop and implement state and federally approved charge back system, including expanding rate-based IT service options for all customers. **(F & A Director Jim Roberts)**